



*Produced monthly by the State Equal Employment Management (SEEM) Office ...*

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#### State EEO/EO Staff



(Left to Right) Mrs. Elke Angstenberger, Mr. Ferdinand LeCompte, MSG Joe Ann Ridder, and SGM Betty McCoy. (Missing from photo – LTC Yates)

### The "SEEM Team" Welcomes Elke Angstenberger

Mrs. Elke Angstenberger has served and continues to serve in the Armed Forces. From 1994 to 1999, she was active duty in the Air Force as a Personnel Specialist. Her assignments included the Air Force Academy, which was a special duty assignment, and Goodfellow Air Force Base. After being honorably discharged in 1999, Elke transferred to the Air Force Reserves and continues to serve at her unit as a Personnel Specialist and Assistant Noncommissioned Officer (NCO) of Customer Service. She also has worked as an Administrative Assistant for several companies in the Financial District of San Francisco for numerous years. Elke enjoys listening to classical, new wave, and other types of music. A few of Elke's favorite music groups are Camouflage, Depeche Mode, Erasure, and Front 242. Elke also enjoys watching *Golden Girls*, *Law and Order*, and *Party of Five* on DVD. She enjoys spending time with her husband, TSgt Howard Bentley, who works in the JFHQ Human Resources Department. Elke proves to be an invaluable asset to the EEO/EO office. The office is very happy to have her as a member of the staff. Welcome, Elke!

### Holocaust Remembrance Day (Tuesday, 25 Apr 2006)

Holocaust Remembrance Day is a day that has been set aside for remembering the victims of the Holocaust and for reminding Americans of what can happen to civilized people when bigotry, hatred, and influence reign. The United States Holocaust Memorial Council, created by act of Congress in 1980, was mandated to lead the nation in civic commemorations and to encourage appropriate Remembrance observances throughout the

country. Observances and Remembrance activities can occur during the week of Remembrance that runs from the Sunday before through the Sunday after the actual date.<sup>1</sup>

For more information, go to  
[www.ushmm.org/remembrance/dor/](http://www.ushmm.org/remembrance/dor/)

### Alternative Dispute Resolution Mediation

Alternative Dispute Resolution (ADR) Mediation is an informal process in which a neutral third party – the mediator – assists the opposing parties in reaching a voluntary, negotiated resolution of the complaint. Mediation is different from other forms of dispute resolution in that the parties participate voluntarily, and the mediator has no authority to make a decision. The decision-making power rests in the hands of the parties.

### The Steps of Mediation

The Mediation Session follows **8 basic steps** which allow the people involved in the dispute to describe the situation as they see it in their own words and to hear each others view. During the session, the parties describe the dispute; how it has been in the past, what is happening at present, and then look towards the future and discuss options and solutions. The mediators assist the parties to identify and discuss the issues in a safe, controlled, and respectful environment and reach an acceptable solution.

#### (1) Introduction

During this stage, the mediators and parties introduce themselves. The mediators explain how the session will be conducted and answer any questions the parties have.

The rules of mediation are explained to the participants as follows:

- Agreement to keep matters discussed confidential during the mediation.
- Participants will act civilly to each other and no offensive comments will be tolerated.
- Each participant will be able to speak without interruption or intimidation.
- Mediators are not making judgments. They are the impartial process by which the participants come to their own agreement.

### (2) Description of Events

During this stage, the parties each tell the mediators how they see the dispute and what the issues are for them.

### (3) List of Issues

The mediators identify and list the main points that the parties have raised. During the next stage, these points are discussed in detail.

### (4) Exploration

During this part of the mediation, the parties discuss the issues with each other. This is an opportunity to hear directly from one another, to ask questions and to give explanations. This helps to gain a better understanding of each others' view of the situation.

### (5) Private Session

The mediators meet with each party privately to check how they are feeling about the session and to discuss anything that the party may not want to discuss in the group session. During the private session, the focus moves from the problems of the past and starts to look at possible solutions for the future.

### (6) Negotiation

The parties and the mediators all meet together again to generate and discuss options for resolutions. The mediators assist to maintain focus on the issues and draw points of agreement together.

### (7) Agreement

During this stage, any agreements reached by the parties can be written up by the mediators. All aspects of the agreement are checked for the following:

- To ensure that everyone understands what has been included in the agreement.
- To check that the agreement is realistic.
- To include dates and times for actions or payments.
- To consider how the parties will deal with unexpected circumstances that may affect the agreement.

With certain court-referred cases, the court must be advised whether the matter was resolved or not.

### (8) Closing Statements

The mediators thank the parties for their cooperation and congratulate them on the agreement(s) that are reached.

### Upcoming Special Emphasis Program Conferences

- **National Image, Inc. 35<sup>th</sup> Annual Training Conference and Exposition,**

14 – 21 May 2006, Phoenix AZ

For further information, go to

[www.nationalimageinc.org](http://www.nationalimageinc.org)

- **League of United Latin American Citizens (LULAC) 77<sup>th</sup> Annual National Convention and Exposition,**

26 June – 1 July 2006, Milwaukee WI

For further information, go to

[www.lulac.org](http://www.lulac.org)

- **NAACP 97<sup>th</sup> Annual National Convention,** 6 – 12 July 2006,

Washington D.C.

For further information, go to

[www.naacp.org](http://www.naacp.org)

- **Federally Employed Women (FEW) 37<sup>th</sup> Annual National Training Conference,** 17 – 22 July 2006, Atlanta GA

For further information, go to

[www.few.org](http://www.few.org)

- **National Blacks in Government 28<sup>th</sup> Annual National Training Conference,** 21 – 25 August 2006, New York City, NY

For further information, go to

[www.bignet.org/ntc/index.htm](http://www.bignet.org/ntc/index.htm).

### From the 40<sup>th</sup> Infantry Division EOA, MSG Post

#### Domestic Violence Awareness Campaign

The Defense Department has partnered with the National Domestic Violence Hotline to increase awareness among service members and their families about domestic violence and connect them to the 24-hour-a-day hotline. The National Domestic Violence Hotline offers access to domestic violence programs in the U.S., Puerto Rico and the U.S. Virgin Islands. The hotline provides crisis intervention, information and referral to victims of domestic violence and their friends and families 24 hours a day, 365 days a year, in more than 140 languages, with a teletypewriter line available for the disabled.

The hotline's phone number is (800) 799-SAFE (7233), and the TTY line is (800) 787-3224.

### Letting Your Manager Know You Are Overloaded

According to the Work and Families Institute, about one-third of American workers feel they have too much to do. If you are feeling overloaded at work, you need to let your manager know. Many employees are hesitant to talk with their managers about overload because they fear their managers will see them as complainers or as incapable of handling their responsibilities. If your manager doesn't know that you're overloaded, she or he can't do anything to help you.

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This publication is distributed on a monthly basis. If you have any questions or comments, please call the State EEO/EO office at (916) 854-3421, 4451, 3417, and 3436. (DSN 466)

<sup>1</sup> *Holocaust Remembrance Day 2006 – 2015*, accessed 17 March 2006; available from <http://www.ushmm.org/remembrance/dor/>; Internet.